

HAWAII

Consumer Sentinel Complaint Statistics and Trends

January 1 - December 31, 2002

Total Number of Fraud and Identity Theft Complaints from Hawaii Consumers = 1,704



Fraud Complaints from Hawaii Consumers = 1,111

Top Fraud Complaint Categories for Hawaii Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Internet Auctions	372	33%
2	Shop-at-Home/Catalog Sales	106	10%
3	Internet Services and Computer Complaints	99	9%
4	Advance-Fee Loans and Credit Protection/Repair	97	9%
5	Prizes/Sweepstakes and Lotteries	85	8%

¹Percentages are based on the total number of fraud complaints from Hawaii consumers (1,111).

Amount Paid Reported by Hawaii Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid ²
1,111	\$1,316,122	939	85%	\$1,402

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by Hawaii consumers (939).

Top Hawaii Consumer Locations for Fraud Complaints

Consumer City	No. of Complaints
Honolulu	402
Hilo	50
Aiea	50
Kaneohe	50
Kailua	47



Identity Theft Complaints from Hawaii Victims = 593

Identity Theft Types Reported by Hawaii Victims

Rank	Identity Theft Type	No. of Victims	Percentage ¹
1	Credit Card Fraud	300	51%
2	Bank Fraud	150	25%
3	Phone or Utilities Fraud	145	24%
4	Government Documents or Benefits Fraud	36	6%
5	Loan Fraud	31	5%
6	Employment-Related Fraud	13	2%
	Other	91	15%
	Attempted Identity Theft	40	7%

¹Percentages are based on the 593 victims reporting from Hawaii. Percentages add to more than 100 because approximately 28% of victims from Hawaii reported experiencing more than one type of identity theft.

Top Hawaii Identity Theft Victim Locations

Victim City	No. of Victims
Honolulu	229
Kailua	34
Aiea	30
Mililani	29
Waipahu	28